

# ITIL V4 Foundation - sample questions quiz 02

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1 Which service management dimension is focused on activities and how these are coordinated?

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- Information and technology
- Value streams and processes
- Organizations and people
- Partners and suppliers

2 Which is a purpose of the 'service desk' practice?

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- To capture demand for incident resolution and service requests
- To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents
- To set clear business-based targets for service performance
- To maximize the number of successful IT changes by ensuring risks are properly assessed

3 Which value chain activity creates service components?

◎

- Improve
- Obtain/build
- Deliver and support
- Engage

4 Which describes the principle 'think and work holistically'?

◎

- Conducting a review of existing service management practices and decide what to keep and what to discard
- Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative
- Reviewing service management practices and removing any unnecessary complexity
- Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

5 What is the purpose of 'supplier management'?

◎

- To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling and delivery activities
- To ensure that accurate and reliable information about the configuration of supplier's services is available when and where it is needed
- To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services
- To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services

6 Which practice is responsible for moving components to live environments?

◎

- Deployment management
- Release management
- Change enablement
- IT asset management

7 Which ITIL concept describes governance ?

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- The seven guiding principles
- The service value chain
- The service value system
- The four dimensions of service management

8 Which practice provides a single point of contact for users?

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- Incident management
- Change enablement
- Service request management
- Service desk

9

●

- 3 and 4
- 1 and 4
- 2 and 3
- 1 and 2

10 What is the definition of an event?

●

- Any valuable component that can contribute to delivery of an IT product or service
- Any component that needs to be managed in order to deliver an IT service
- The ability of an IT service or other configuration item to perform its agreed function when required
- Any change of state that has significance for the management of a configuration item or IT service

11 What is a standard change?

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- A change that needs to be assessed, authorized, and scheduled by a change authority
- A change that doesn't need risk assessment because the procedure has been pre-authorized
- A change that doesn't need risk assessment because it is required to resolve an incident

- A change that is assessed, authorized and scheduled as part of 'continual improvement'

12 Which describes the nature of the guiding principles?

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- An organization will select one of the principles to adopt
- Guiding principles describe the processes that all organizations must adopt
- Each guiding principle mandates specific actions and decisions
- A guiding principle can guide an organization in all circumstances

13 How does 'service request management' contribute to 'obtain/build' value chain activity?

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- It analyzes data to identify opportunities to provide new service request options
- It acquires pre-approved service components to help fulfil service requests
- It ensures users continue to be productive when they need assistance from the service provider
- It collects user-specific requirements, sets expectations and provides status updates

14 Which is a key consideration for the guiding principle 'keep it simple and practical'?

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- Ignore conflicting objectives of different stakeholders
- Try to create a solution for every exception
- Start with a complex solution, then simplify
- Understand how each element contributes to value creation

15 Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

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- Engage
- Obtain/build
- Design and transition
- Deliver and support